

## Recommendation 4.9

**Businesses and organizations that develop electronic health records should provide the capacity for chronic disease registries and clinical decision support prompts that incorporate chronic kidney disease screening and treatment measures for at-risk groups.**

### **Patient Education, Disease Management, And Case Management Services**

People with chronic kidney disease should be involved in their own self-management at all stages of the disease.<sup>10</sup> A survey of research studies suggests individuals who have been trained in effective self-management techniques generally have better health outcomes than those who have not.<sup>52</sup> People need to be taught the information and skills necessary to manage their own health. In addition, some individuals may need additional assistance maneuvering through the health care system to ensure that their chronic health care needs can be met.

In general, all patients who have health problems should be educated about the course of their disease, treatment options, and management of their health condition. Patients with chronic kidney disease need education about the role of the kidneys in maintaining their overall health, the progression of the disease, risk factors that can exacerbate CKD, and recommended treatment, medications, and diet. The goal is to give patients the skills to better manage their own health.

Primary care providers and nephrologists can assist in the patient education process. However, individuals often need more intensive health education than can be provided in a physician's office. Patient education, disease management, and case management services can augment the information and services provided by physicians.

Disease management activities are generally targeted to individuals with specific health conditions or diseases such as diabetes, asthma, congestive heart failure, coronary artery disease, or hypertension. Disease management activities are designed to provide individuals with these conditions with the information and support necessary to assist them in monitoring their own care and adhering to recommended treatment guidelines. Disease management is typically offered through insurance coverage. Nationally, approximately one-fourth of all firms that offered health insurance in 2006 included at least one disease management program.<sup>r,53</sup> Disease management activities can be delivered in person through community networks of care or can be provided through mail or telephone contact. As described below, both types of disease management activities are operational in North Carolina.

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r Nationally, among firms offering health benefits that include a disease management program, 95% offer disease management for diabetes, 87% for asthma, 88% for hypertension, and 88% for high cholesterol.